

Oves Khan

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## **CAREER OBJECTIVE:**

To utilize my technical skills and leadership abilities through hard work and commitment in an organization that helps to take my career forward.

## **ABOUT ME:**

- Technically sophisticated professional with 8.8 years of total experience and 6.5 years of hands-on experience working in diverse areas related to Salesforce and Vlocity.
- Experienced Technical Team Leader possessing excellent leadership skills with a highly analytical focus, sound communication skills and a good ability to multitask.
- Collaborated with Technical Architect and Business Analyst to identify and support business process requirements and development needs.
- Efficient in end-to-end development of software products from requirement analysis to designing, developing, de-bugging, deploying and documentation.
- Skilled in providing effective resolution to customer queries related to product and improving relationship with customer by anticipating customer future requirements.

## **CERTIFICATIONS:**

Salesforce Certified Application Architect	Salesforce Certified Service Cloud Consultant
Salesforce Certified Data Architect	Salesforce Certified Sharing & Visibility Architect
Salesforce Certified Platform Developer 1	Salesforce Certified Platform App Builder
Salesforce Certified Advanced Administrator	Salesforce Certified Administrator
Salesforce Certified Omnistudio Developer	Salesforce Certified Industries CPQ Developer
Developer Vlocity Certified Order Management Developer	

## **TECHNICAL SKILLS:**

- **Salesforce Clouds - Sales/ Service/ CPQ/ FSL/ Experience**
  - Development using Apex Classes and Triggers, SOQL and SOSL, Test Classes, Asynchronous Apex (Future, Batch, Queueable, Schedulable), Visualforce, Dynamic Apex and Dynamic SOQL, Salesforce Files, Formatted Queries, Custom Metadata, Aura Components and LWC and all kinds of Administrative Tasks and Configuration Options in Salesforce.
  - Integration Callouts and Testing via HttpCalloutMock, Named Credentials, CSP trusted sites.
  - Skilled in Package Deployment to higher orgs using any deployment tool like VSCode, GIT/Bitbucket, Gear Set, Change Set.
  - Encouraged the use of Code Analyzers like PMD, CheckMarx, NovaSuit etc for Code Optimization and Best Practice Compliance like one Process per object, one Trigger per object, Trigger

Framework, Test Factory class, CRUDUtility/Security Class to check if the user has permission to perform DMLs and queries etc.

- Lead Conversion Checks and Mapping from Code, Recursion Handling, Wrapper Classes.
- Executing scripts anonymously like Deactivating Portal Users from code.
- Platform Events and Event Triggers.
- Apex Sharing of Records, Setting Custom Apex Sharing Reason as RowCause.
- Using Query Plan to write Selective Queries.
- Using Lightning Email and Content Deliveries.
- Create Experience Builder site based on a pre-configured template or build your own template using drag and drop reusable components, and then apply branding, edit pages, update your template using custom theme, content layout and custom components, and publish changes all from one user-friendly interface.
- Add Members to Site, Create Site Users, manage site with Workspace's settings.
- Create public pages that anyone can access or add private pages that require users to log in like data driven pages like object detail page to provide an insight to site user into the salesforce data.
- Worked on LWC: standard components (like global search box, user profile menu, tile menu, tabs etc) as well as custom components (like registration form, simple search, advanced search using filters, list views, map views, record details, modal pop-ups, custom header etc) to be used in the template.
- Worked on Aura components: create a custom layout component to be used as layout for site pages, call create record method and call API method from apex controllers.
- Aware of tableau basics as integration callouts were performed to push data from salesforce to staging tables and then to tableau to visualize it as a map for providing better understanding to customers.
- Community licensing: member based (customer community plus) and login based (customer community plus login).
- Customize Email Sent from Experience Cloud Sites for Email Verification.
- Customize Login, Self-Registration, and Password Management for Your Experience Cloud Site.
- Configured guest user profile, guest user record and default user assignment as owner to records created by guest user.
- Find and create asset files in experience builder, Use them as menu icons.
- Use the Experience builder Settings to track which template you are using, view your site's status, and customize your template.
- Create personalized components using Audience Targeting and page variations.
- Configured navigation menu and tile menu for navigating to various site pages.
- Used Site object reference and site class methods to access site data in apex.
- Sharing salesforce object records with site users via share object records.

- Deploy experience cloud sites from sandbox to production via metadata/change sets.
- **AppExchange Integrations**
  - To Salesforce Service Cloud using connectors available on AppExchange for Genesys, Nuance, Medallia, Sprinklr.
  - Conga Composer: used to generate the document in Doc/pdf format based on the required template. Different templates have been created and maintained under Conga Templates so that using respective feature, user can generate the documents by merge fields expressions.
  - DocuSign: used to get the digital signature on the documents generated by Conga tool.
  - eFolder: helps to upload the documents related to various objects to S3 Amazon folder using AWS webservises. Salesforce content management is not used to store the documents.
  - DLRS: helps to create the Rollup summary for lookup relationship also.
- **Salesforce Industries (Vlocity)**
  - Vlocity Omnistudio : configuration and customization Data Raptor, Omniscrypt, VlocityTemplates, Vlocity Cards, Vlocity Layouts, Integration Procedures
  - Vlocity CPQ : EPC, Product Configuration, Pricing, Discounts, Promotions, Rules, Entity Filters, Attributes, calculation matrix and procedures.

## **ORGANIZATIONAL SCAN:**

### **Foodics: Oct, 2023 – Apr, 2024**

FOODICS is a retail and F&B tech startup based in Saudi Arabia. It is a point-of-sale restaurant management system designed and built for business owners operating restaurants, cafes, or food trucks.

**Role:** Senior CRM Developer

**Responsibilities:** Implementation of requirements in the existing Lead to Cash (Sales + CPQ) product lifecycle. Integrations for Wathq, Client ID, Pay, Online API etc., Foodics Pay End-to-End Flow, License Automation and Manual Sync b/w SF and Backend System, Signit and Conga Integration for Document Generation and E-Sign, Gainsight SF Integration etc. API Usage Tracking and Error Logger, Org-wide restructuring of Access, Org-wide optimization of previously built custom logic, identified problem areas and devised approach methodologies, Adapt the team to frequently changing requirements.

### **Accenture: Sep, 2021 – Oct 2023**

**Role:** Technical Team Leader

**Responsibilities:** Involved in each phase of the project, Worked with Tech Arch in the design and discovery phase of the project, Sprint plan finalizing, Worked with Business Analyst in the creation of US, estimations and assignment of US on Jira, Engaged in focused planning and goal development, Identified problem areas and devised approach methodologies, Adapt the team to frequently changing requirements, Monitoring and reviewing of work in a timely manner, Led the team with a collaborative approach to problem solving, Meeting deadlines. As the client is not very fluent in English, I personally took the initiative to learn elementary **Italian** for better understanding of client requirements and issues.

- **VF Corp – US/Canada (Client)**

Implemented Customer Support for VF Corp in NORA region from scratch.

Highly customized service cloud implementation with Integrations to Genesys (Phone Channel), Nuance (Live Chat), Sprinklr (Social Channel), Medallia (Surveys).

Integrations to external systems such as

- OCP (OKTA), Loyalty (Stellar) for collating Customer data in SF.
- OMS for visualizing Order data in real time in SF.

- **Vodafone Italia – Italy (Client)**

Implemented Vlocity CPQ for Vodafone.

Highly customized using Salesforce and Vlocity Omnistudio.

Worked with product support on various complex issues including Dataraptor optimization, Custom Cache solution, Pricing engine Query optimization etc.

## **Tavant Technologies: Dec, 2019 – Sep,2021**

**Role:** Senior Salesforce Developer

- **Level Capital - US (Client)**

Level Capital is a private portfolio lender that provides bridge loans (short term loans with high interest rates) to builders/investors for the construction of single-family homes, townhomes and small multi-family projects.

**HERO:** is a Sales Cloud application on Lightning Platform which supports

- Lead & Account Management: Enables lead generation (manual, Elevate registration form for builders and borrowers), Lead Conversion, Account and Contact creation.
- Loan Management: Tracking Projects, Loan creation, Budget, Pricing, Credit Approvals, Draws, Interest calculation, Loan Changes and Pay-Offs, Facilitates the changes in the Prime Rate, Supports Loan Options, Modification, Extensions, Additional Collaterals and Approvals, Appraisals, Wire Transfers and Advanced Requests and more features.

**Elevate:** Experience Cloud site used by Level Capital's customers (Borrowers/Builders/Contractors) to automate the Loan process.

- Loan: Enables customers to check their Loan with respect to their Projects
- Budget and Draws: Enables customers to request for budget changes and for draws from the allotted budget using Draw Requests.
- Remote Inspection: enables customers to inspect the location remotely.

**Participate:** Experience Cloud site used by Level Capital's customers (Borrowers/Builders/Contractors) to participate in Loan purchase.

- List View and record details of all loans marked for participation.
- Reserve/ Pre-Purchase / Purchase of Loans marked for Participation.
- Cancellation of reserved Loans. Auto and Manual

- Documents uploaded to the eFolder associated with that loan and project.

**eFolder:** in-house custom application to replace managed package from AppExchange.

- Replicate Existing Object Model
- Modify code, flows, process to refer new object model.
- Migrate existing data to new object model while preserving relationships.

## **Tata Consultancy Services: Aug, 2015 - Nov 2019**

**Role:** Salesforce Developer, Java Developer

- **Symphony- Bharti Airtel (Client)**

Symphony App is built on Salesforce platform. It deals from ordering till shipping of product.

**Responsibilities:** Analysis of business requirements, understanding existing functionality and preparing technical design documents, Code migration between different sandboxes via VS Code, Deployment using change sets.

**Skills Used:** Salesforce Configuration using Admin related tasks and Salesforce customization using Apex.

- **Income Tax Business Application - Government of India (Client)**

**Responsibilities:** Involved in the development of the functionality implementation of various enhancements related to several laws regarding the calculation of surcharge, marginal relief and interest u/s 234A/B/C.

**Skills Used:** Development using PL-SQL, Forms and Reports, BI publisher

- **PostFinance Ltd. - Switzerland (Client)**

**Responsibilities:** Developed the SI (Service Integration) side of a new phase (SliceC) from scratch after few months of training. It implemented the transformation of incoming and outgoing XML message files using STX.

**Skills Used:** Development using Java, Shell, XML, STX

## **ACADEMIC CREDENTIALS:**

Year	Degree/Certificate	Institute	Percentage
2017 – 2019	B.Ed. (Computer)	CCS University	73.9
2011 – 2015	B.Tech. (Computer Eng.)	Jamia Millia Islamia	74.6
2009 - 2010	XII (CBSE)	Renaissance School	89.1
2007 - 2008	X (CBSE)	Renaissance School	93.4

## **PERSONAL DOSSIER:**

**Date of Birth:** 23<sup>rd</sup> Dec 1993

**Current City:** Noida